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ABSTRACT

The purpose of this study was to establish a profile of services to older people in Pennsylvania public libraries. A survey was distributed to 50 district library centers and headquarters of the state library and 50 independent public libraries. The response rate was 65%. Major findings of the study were the following: (1) 66.15% of respondents reported having appointed staff members for services to older people; (2) 4.6% documented policy statements concerning library services for older people; (3) 27.7% had initiated projects and programs exclusively for older people; (4) 83.1% had one or more older volunteer workers; (5) 27.7% had received financial support from state and local government for services to older people during the past 10 years; (6) 9.2% had trained librarians for services to older people; and (7) 93.9% provided facilities and equipment specifically for older people. It is suggested that public libraries in Pennsylvania should actively request additional funds from parent institutions for services to older people, provide more on-the-job-training and workshops for librarians who serve the older population, and liaise with community agencies and cosponsor services for older people in local communities. It is also suggested that further research could be focused on rural library services to older people as well as needs assessments of older Pennsylvanians. Copies of the survey questionnaire and correspondence with the Pennsylvania State Library are appended. (38 references) (Author/SD)

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PUBLIC LIBRARY SERVICES TO OLDER PEOPLE IN PENNSYLVANIA: A SURVEY

A Thesis

Submitted to the

Graduate School in

Partial Fulfillment of

the Requirements for the

Degree Master of Arts in

Adult and Community

Education

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Abstract

Title: Public Library Services to Older People in Pennsylvania: A Survey

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The purpose of this study was to establish a profile of public library services to older people in Pennsylvania public libraries.

One hundred (N = 100) Pennsylvania public libraries, which included all (n = 50) District Library Centers/Headquarters of the state library system and 50 (n = 50) individual public libraries, were chosen to participate in this study. A total of 65 (65%) survey questionnaires were collected by August 30 of 1989.

Major findings of the study were the following: (1) Most respondents (66.15%) reported having appointed staff members for services to older people. (2) Only 4.6% of the responding libraries documented policy statements concerning library services for older people. (3) Only 27.69% of the respondents initiated projects and programs exclusively for older people. (4) More than eighty percent (83.08%) of the respondents had one or more older volunteer workers. (5) Less than one-third (27.69%) of the District Library

Centers/Headquarters of the state library system and individual public libraries received financial support from state and local government for services to older people during the past ten years. (6) Only 9.23% of the respondents had trained librarians for services to older people. (7) Most respondents (93.85%) provided facilities and equipment specifically for older people.

It is suggested that public libraries in Pennsylvania should (1) actively request additional funds from parent institutions for services to older people, (2) provide more on-the-job training and workshops for librarians who serve the older population, and (3) liaise with community agencies and cosponsor services for older people in local communities.

Further research could be focused on rural library services to older people as well as needs assessment of older Pennsylvanians.

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This thesis is dedicated to my God. He gave me His words (Romans 15:29) two years ago, before I came to the United States. To my family in Hong Kong. To my beloved May-Yu in Taiwan, for her faith, encouragement, and prayers.

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CHAPTER I

THE PROBLEM

Introduction

The booklet A Profile of Older Americans: 1986, which was issued by the American Association of Retired Persons (AAPR) and the Administration on Aging (AoA) (1986) documented that the percentage of Americans aged 65 or older had tripled since 1900 from 4.1% to 12.0% in 1985. Persons aged 65 or older numbered 28.5 million in 1985, nine times from 1900. The number of older Americans in the United States increased by 2.8 million or 11% since 1980, compared to an increase of 4% for the under sixty-five population. The older population is expected to continue to grow in the nation. Persons aged 65 or older will constitute 13% of the population by the year of 2000. It is projected that this percentage will climb up to 21.2% in 2030. In 1985, about half (49%) of persons aged 65 or older lived in eight states. The 65+ population in Pennsylvania numbered 1.7 million, Pennsylvania has the fourth oldest population in the nation. The Pennsylvania Department of Aging (1982) indicated that older Pennsylvanians increased by 18.1% during the decade between 1970 and 1980. Most older people were living in urban or suburban areas; however, the rural population of Pennsylvania increased from 28.5% in 1970 to

31% in 1980. Pennsylvania continues to have the largest rural population in the nation.

Historically, the public library has made services available to all citizens in the United States. The goal of the public library is to provide services to individuals of the community in meeting their educational needs, information needs, and recreational needs. Nevertheless, the public library was focused on the children, young adult and adult clients. It was not until the late 1940's and early 1950's that first Cleveland, shortly thereafter Boston, and soon other libraries began to plan special programs for older Americans (Barnet, 1961). While considering the older population, the American Library Association (1972) proclaimed that "aging has daily personal implications for every person in our society. The social, economic, and biologic problems resulting from the process of aging place responsibilities on all types of libraries, especially the public library."

In the beginning of the 1970's a national survey on library services to the aging was conducted by the Cleveland Public Library (1971-72). The National Survey concluded that public library service to the aging was minimal, that it was given low priority by the public library and that only 4% of the older Americans were receiving special services. One of the recommendations made by the study was

that further research should be taken in the following areas: (1) a survey of the universe of public libraries to provide baseline data on library services to the aging, (2) a survey of institutional library services to the aging directed toward the institutions themselves, and (3) survey of user-nonuser needs of the aging for library services. An update of the National Survey was undertaken in 1984. The researcher found that "based on data collected from 318 libraries located across the United States, only limited progress was made" (Turock, 1987).

Funded under the Library Services and Construction Act (LSCA), the Illinois State Library (1981) took a comprehensive inventory of the public libraries' services to their aging. In his informal survey, Casey (1984) sent the 1971 National Survey questionnaire to state libraries identified as offering services where over half of all older Americans lived. The survey did find that Pennsylvania had offered a total of 12 workshops in preparing librarians to serve the aging since 1975. During the past three decades, several library studies in Pennsylvania had been carried out. The survey on Library Services in Pennsylvania, Present and Proposed, by Lowell A. Martin (1958) led to the establishment of the present system of state aid for public libraries. A follow-up study was also conducted by Martin (1967) to look at the Progress and Problems of Pennsylvania

Library: A Resurvey. The researcher noted progress in achieving the goals of the 1958 study but detected some weaknesses. As a result of Beasley's (1962) Study and Recommendations of Library Districts in Pennsylvania, 30 libraries were designated as District Library Centers. The 1974 Pennsylvania Library Master Plan Committee Report which looked at statewide library developments was prompted by a Pennsylvania Library Association resolution. The 1976 Plan for Library Cooperation in Pennsylvania recommended increased State Library support for including data about Pennsylvania library collections in a national computer based catalog, development of a more liberal interlibrary loan code, and evaluation and increased support of a statewide library delivery system. The 1978 Bibliographic Access in Pennsylvania stressed the need for State Library financial support to enter the holdings of Pennsylvania libraries into a national computer base and to survey the effectiveness of interlibrary loan activities. It was not until the 1984 Comprehensive Plan for Library Service in Pennsylvania that the Planning Council addressed a goal to access materials, information and programs to meet community needs, including the needs of special clientele (State Library of Pennsylvania, 1984). Despite the increased attention and priority being given to problems of the older population in Pennsylvania, comprehensive study of library

services to older people by public libraries was not found.

Statement of the Problem

Previous studies (Casey, 1984; Cleveland Public Library, 1971; Martin, 1961) and evidence from the professional press suggested that a more comprehensive inventory of public library services to the aging should be taken. The purpose of this study was to identify current public library services to the aging in Pennsylvania and to determine if District Library Centers and Headquarters of the state library system were demonstrating leadership in providing services to the older population.

Research Questions

The study was concentrated on Pennsylvania public libraries services to older people. Research questions were focused in the following areas:

(1) The ways in which public libraries had interpreted their responsibility to older people.

(2) The amount and range of resources which had been specifically allocated to services for older people.

(3) The extent and nature of cooperation with local authorities and agencies to provide library service for

older people.

Basic research questions generated for this study were:

(1) Did public libraries have priority for services for older people?

(2) Did public libraries have policy statements on library services for older people?

(3) Did public libraries initiate projects or programs for older people?

(4) Did public libraries make use of special funds to appoint staff for services to older people?

(5) Did public libraries have policies which allow the use of older people as volunteer workers?

(6) Did public libraries actually employ older volunteers?

(7) Did public libraries adopt methods of assessing users' eligibility for services?

(8) Did public libraries have special arrangements for older readers?

(9) Did public libraries earmark money from the base budget for books and other materials for older people?

(10) Did public libraries have staff responsible for services to older people?

(11) Did public libraries run training courses specifically for librarians working with older people?

(12) Did public libraries collect large print materials

for older readers?

(13) Did public libraries provide non-print media resources for older people?

(14) Did public libraries provide special information services concerning the needs of older people?

(15) Did public libraries make use of local data or census data to identify older people who may by isolated or have special needs?

(16) Did public libraries conduct surveys to find out the numbers of older readers as well as their needs in the library?

(17) Did public libraries liaise with social agencies in serving older people in the community?

(18) Did public libraries publicize available library services that are exclusively for older people?

(19) Did public libraries have special consideration of older people's needs in selecting collections?

Hypotheses

In this study, 4 hypothetical statements were set as follows:

1. There would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and

individual public libraries which have staff members assigned to provide services for older people.

2. There would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries having written policy stateme ts regarding providing services for older people.

3. There would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries providing projects and programs for older people.

4. There would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries having trained employees to provide services for older people.

Limitations

This study was limited to public libraries supported by local government authorities in Pennsylvania. Libraries in metropolitan areas, suburban areas, and rural areas were included in the study. Libraries other than local government supported ones were excluded from the study.

Therefore, special libraries, including industry and company libraries as well as libraries serving associations, clubs, foundations, institutions and societies were excluded. Besides, only libraries that were recorded in the Directory Pennsylvania 1988/89 were chosen as study sample for this research.

Definition of Terms

Public Library. An institution that serves free all residents of a community, district, or region, and receives its financial support, in whole or in part, from public funds (Young, 1983).

Library Service. Five principal aspects of public library service are widely accepted: books and other materials, staff, availability, facilities and amenities, and library premises (International "Federation of Library Association, 1977). In this study, it means special or outreach services of the library or specific programs designed exclusively for older persons.

Older People. In this study, the terms aging, older people, older persons, elderly, senior citizens refer to those who are at the age of sixty-five and above.

Metropolitan Areas. For the purpose of this study, metropolitan areas refer to those areas having a population

of 100,000 and over (Pennsylvania State Data Center, 1982).

Metropolitan Libraries. Public libraries that are serving a population of 100,000 and above are called metropolitan libraries.

Suburban Areas. Suburban areas are urbanized or partially urbanized areas, either incorporated or unincorporated, in vicinity of a large city with which they have close social and economic ties, but from which they are politically independent (The Encycolpedia Americana, v. 25, p. 829).

Suburban Libraries. For the purpose of the study, public libraries that are serving a population between 25,000 and 100,000 are called suburban libraries.

Rural Areas. Rural has been considered as a place consisting of 2,500 or fewer individuals. Nowadays rural simply is no longer associated with farming. Vavrek (1988) in his Rural Librarianship in the United States extends the interpretation of rural to include population centers up to 25,000.

Rural Libraries. For the purpose of the study, rural libraries are defined as libraries that are serving a population under 25,000.

Abbreviation of Terms

AAPR. American Association of Retired Persons.

ADA. Age Discrimination Act.

ADEA. Age Discrimination Employment Act.

ALA Adult Services Division. American Library Association, Adult Services Division.

AoA. Administration on Aging.

CALUPL. Council of Administrators of Large Urban Public Libraries (Canada).

LSCA. Library Services and Construction Act.

OAA. Older American Act.

PLA. Public Library Association.

SSA. Social Security Act.

WHCOA. White House Conference on Aging.

Importance of Study

The literature review conducted for this study reflected a lack of sufficient evidence that progress had been made in providing services for the aging by public libraries in the nation. The preparations for the 1961 and 1971 White House Conference on Aging undoubtedly served as a great stimulus to library services to the aging both at the state and local levels. Early in the planning, the ALA Adult Services Division's Committee on Library Service to an

Aging Population realized that more information about library activities on the state level was needed (Javelin, 1973). The National Survey was proclaimed as the growth and improvement of library services to the aging at federal, state, and local levels. The National Survey "is a declaration of recognition, one that is long overdue, that libraries do have a special obligation to their ingenuity in reaching this rapidly growing segment of the population, analyzing their needs, and then setting about to meet them" (Long, 1972).

Summary

It was the main purpose of the study to establish a profile of current public library services to the aging in Pennsylvania through the examination of the library service policies, budgeting, staffing, resources, and outreach services and programs, and cooperation efforts with local authorities and social agencies.

CHAPTER II

REVIEW OF RELATED LITERATURE

Introduction

This chapter will begin with a profile of the U.S. older population, followed by the major theories of aging, social policy perspective, professional organization responses to the aging needs, education for library services to the aging, and significant research works that have been accomplished in Australia, Canada, England and in the United States. This chapter will conclude with a review of literature pertaining to the relevant topics.

Profile of the U.S. Older Population

The Special Committee on Aging of the U.S. Senate (1982, 1986) and the 1980 census both indicated that the older population in the United States is expected to continue to grow in the future. In 1980, there were 25.2 million older Americans, about 11.3% of the total population, as compared with 20.5 million, or 9.9% in 1970, an increase even larger than had been projected. The American Association of Retired Persons (1986) identified 28.5 million older Americans which represented 12.0% of the U.S. population, about one in every eight Americans. The

number of older Americans increased by 3 million or 10.5% since 1980, while the under-65 population only increased 4% between 1980 and 1985. Since the turn of the century, the percentage of older Americans has tripled (4.1% in 1900 to 12.0% in 1985), and the number increased slightly over nine times (from 3.1 million to 28.5 million). It is estimated that between 1980 and 2030 the older population will increase by 100%, and that population over 85 by 300%. It is believed that if current fertility level remains stable, the only age groups to experience significant growth in the next century will be those who are aged 55 or older. In terms of geographic distribution, the AARP reported that about 49% of older Americans live in eight states. California, New York, and Florida had over 2 million each. The rest of the five states, Illinois, Michigan, Ohio, Pennsylvania, and Texas, had over 1 million each. Persons aged 65 or older constituted 13.3% or more of the total population in eleven states: Florida (17.6%); Rhode Island, Arkansas, Pennsylvania, and Iowa (14.0% to 14.9%); South Dakota, Missouri, Nebraska, Massachusetts, Kansas, and West Virginia (13.3% to 13.9%) (see Table 1). Older Americans were less likely to live in metropolitan areas. About 32% of older persons lived in central cities, and 39% lived in suburbs. They were less likely to change residence than other age groups. There were 67% of older Americans living

in a family setting in 1985. About 38% of the older population lived alone. They represented 41% of

Table 1

The U.S. 65+ Population *

State	Number(000's)	% of All Ages	Rank
Alabama	487	12.1	20
Alaska	17	3.2	51
Arizona	392	12.3	27
Arkansas	388	14.3	30
California	2,766	10.5	1
Colorado	285	8.8	33
Connecticut	413	13.0	24
Delaware	70	11.2	48
District of Columbia	76	12.1	47
Florida	2,001	17.6	3
Georgia	594	9.9	15
Hawaii	99	9.4	42
Idaho	109	10.9	41
Illinois	1,368	11.9	6
Indiana	645	11.7	13

(table continues)

Table 1

The U.S. 65+ population

State	Number (000's)	% of All Ages	Rank
Iowa	413	14.3	24
Kansas	326	13.3	31
Kentucky	444	11.9	22
Louisiana	441	9.8	23
Maine	153	13.2	36
Maryland	458	10.4	21
Massachusetts	783	13.4	10
Michigan	1,022	11.2	8
Minnesota	522	12.5	18
Mississippi	310	11.9	32
Missouri	687	13.7	12
Montana	98	11.8	43
Nebraska	217	13.5	35
Nevada	93	9.9	45
New Hampshire	116	11.6	40
New Jersey	954	12.6	9
New Mexico	139	9.6	37
New York	2,254	12.7	2

(table continues)

Table 1

The U.S. 65+ Population

State	Number (000's)	% of All Ages	Rank
North Carolina	708	11.3	11
North Dakota	87	12.7	46
Ohio	1,296	12.1	7
Oklahoma	405	12.3	26
Oregon	354	13.2	28
Pennsylvania	1,698	14.3	4
Rhode Island	139	14.4	37
South Dakota	97	13.7	44
Tennessee	576	12.1	17
Texas	1,538	9.4	5
Utah	130	7.9	39
Vermont	63	11.8	49
Virginia	587	10.3	16
Washington	505	11.4	19
West Virginia	257	13.3	34
Wisconsin	617	12.9	14
Wyoming	42	8.3	50

* Source: A Profile of Older Americans: 1986.

older females and 15% of older males. Only a small number (5%) of older population lived in institutions. Economically, the aged were substantially better off in the 1980's. The poverty rate of the aging was 12.6%. There were only 11% or 2.9 million older Americans working or actively seeking work in 1985. The education level of older Americans increased from 8.7 years to 11.7 years between 1970 and 1985. Forty-eight percent of the population completed high school and about 9% had four or more years of college.

Psychosocial Theories of Aging

Theories of aging reflect the political, economic and social climate of the time. It has almost become traditional to begin the discussion of old age by reference to the demographic changes and many of the theories were complemented by literature which expressed alarm at the growing numbers of older people in the population. There are seven major theories of aging (Busse, 1977). They are: (1) disengagement theory, (2) activity theory, (3) subculture theory, (4) continuity theory, (5) exchange theory, (6) social breakdown theory, and (7) age stratification theory.

The tenants of disengagement theory are: (1) the

process of mutual withdrawal of aging persons and society from each other is typical for most, (2) the process is biologically and psychologically intrinsic and inevitable, and (3) the disengagement process is not only correlated with successful aging, but necessary for it. The disengagement theory is called a pathological model which represents old age as a period when people naturally withdraw from society and society equally withdraws from them (Dee and Bowen, 1986).

Activity theory emphasizes the maintenance of activity as the basis for life satisfation, good health and self-esteem (Maddox, 1965).

Rose (1965) suggested that any group subject to discrimination and segregation is liable to form a subculture characterized by a distinctive set of beliefs and behaviors and offering a group sense of identity. Social gerontology concerns the degree to which older people are integrated into society and whether they a minority group within the larger culture.

Social gerontologists who support the continuity theory are B. C. Neugarten, R. J. Havighurst, Erik Erikson, and Abraham Maslow (Turock, 1982). They focus on the persistence of personality traits. Individuals develop patterns of behavioral and psychological responses to meet the tasks of daily life. People rely on those patterns to

adapt to new situations and problems as they encounter them.

Exchange theory was formulated on the basis that older people will only participate in personal interaction if they feel the rewards outweigh the input. In other words, older people involve a rebalancing of relationships in order to maximize the rewards and minimize costs of personal interaction.

The social breakdown theory suggested that self-esteem is closely associated with competence and mastery of the environment. Older people appear to themselves and others to be loosing some of their competence and independence.

Age stratification theory proposes that society arranges itself into a hierarchy of age strata, with prescribed obligations and prerogatives at each level. Becoming old is conceived of as a process of becoming socialized to new or revised role definitions. This theory bridges the gap between those theories that stress social factors and those that emphasize personal ones (Turock, 1982).

The seven psychosocial theories of aging help ones' understanding of the aging process. These concepts also help librarians to anticipate varying older people responses to aging and to develop services that recognize the needs and assets of older people. On the other hand, these concepts can help to clarify the social reality perceived by

older people in the society. Knowing that older people are capable to adapt, grow, change, and develop, to generate new norms, to devise social structures and survive with dignity, librarians must see older people as they are to develop services for them in daily library practices. Turock (1982) suggested that librarians should recognize the day-to-day living conditions that relate to motivational drives must be considered part of planning to ensure service relevant for older people. To define older people functionally, not formally, is another important issue. It allows adults the benefit of dignified rites of passage into aging in keeping with the dictates of the aging process. Finally, when planning activities, disengaged, active, compensating older people must be considered.

Social Policies on Aging

Economic factors, specifically the labor market and retirement have significant influences on older age. Legislative mandates to aid older people can be traced back to the Old Age Pension program of the 1920's, which addressed needy older people at age seventy (Turock, 1982). The Social Security Act (SSA) of 1935 was considered the legislation of long-standing importance to old age until the postwar years. The 1950 National Conference on Aging and

the 1961 White House Conference on Aging (WHCOA) had stimulated significant alternations in mandated programs for older people and enhanced the establishment of the Older Americans Act (OAA) of 1965. The Act was designed to assist older people by providing funds for services, training, and research in many fields. The Administration on Aging (AoA) in the Department of Health, Education, and Welfare was founded and now it administers OAA grants and serves as a federal focal point for matters concerning older people. The OAA has been amended since it was originally passed. The 1973 OAA Amendments was important for libraries (Turcok, 1982). The National Information and Referral Clearinghouse was created within AoA to provide technical backup for AoA and the related agencies of the aging network at the state, regional levels.

In addition to the Older American Act, there were legislative mandates against discrimination--the Age Discrimination Employment Act (ADEA) of 1967, which was followed by the Age Discrimination Act (ADA) in 1975.

In 1964, an amendment to the Library Service Act was formulated and now named the Library Services and Construction Act (LSCA). It was one of the four legislative actions of crucial importance to increasing library services for the older Americans. Libraries were funded under the LSCA to alter the physical structure of libraries to meet

the needs of the elderly and physically handicapped. The LSCA also increased the availability of large-print collections and services. The 1966 Pratt-Smoot Act provided materials and made more persons eligible for participation. Thousands of older Americans benefited from the Act. The Older Americans Act, Title III, Grants for State and Community Programs in Aging outlined services that should be provided at the local level. It also formed the organizational structure for the federal network on aging. The 1965 Higher Education Act, Title II-B, funded workshops, institutes, and research programs that support library services to the older group.

Professional Organizations Responses to Aging

In 1957, the ALA Adult Services Division, former Adult Education Board, appointed a Committee on Library Services to an Aging Population. A collection of papers titled Library Services to an Aging Population was presented in the 1961 White House Conference on Aging. The work was issued through a joint effort of the ALA Adult Services Division and the American Association for Adult and Continuing Education (AAACE). It encouraged libraries to keep pace with the increased national interest in the special needs and problems of the older Americans (Evans, 1971; Ferstle,

1977). The policy statement Library's Responsibility to Aging was first adopted officially by the ALA Adult Services Division and was revised and strengthened for the 1971 White House Conference on Aging. It suggested that libraries should be involved in: (1) contributing to a positive attitude toward aging and the aged; (2) providing information and education on aging and its problems for professionals and laymen who work with this group, and for those who are retired; (3) facilitating the use of libraries by the aged through improved library design; (4) providing library service appropriate to the special needs of all the aged including the homebound and institutionalized; (5) utilizing the potential of the older persons as volunteers to reach their peers; (6) employing older adults in programs designed specifically to serve the elderly; (7) involving the elderly in the planning process when designing special services and programs for older adults; (8) working with other agencies and groups concerned with these needs and problems; (9) providing services and materials for those preparing for retirement, and; (10) continually exploring ways of making these services more effective (ALA, 1972, 1981; Bolin, 1980; Casey, 1975). During the White House Conference on Aging Turock (1981) suggested that coalition of libraries at the national, state, and local levels were necessary. Public libraries should focus on using older

people as community resources instead of focusing on the problems of aging. Services for the institutionalized and homebound should be strengthened. Librarians should acquire knowledge and skill in using computer and communications technologies to disseminate information and learning activities on a broader scale. The American Library Association should continue to direct a national campaign on aging awareness to emanate from the local public library. The recruitment of librarians committed to serving older people should be highlighted, too.

The Public Library Association's Minimum Standards for Public Library System (ALA, 1967) identified the "senior citizen and the retired" as among those individuals and groups with special needs which should be served by library systems and detailed the services which these individuals and groups required.

In 1956, the first state association committee in the nation was established by the Wisconsin Library Association. The Committee addressed the following needs in the Governor's Conference on Needs of an Aging Population: (1) information on all aspect of aging process; (2) development of public awareness of this information, and; (3) services to an aged person as an individual, and services to groups.

Library Education in Response to Aging

In the 1971 National Survey, 44 accredited library schools were asked to provide information on their programs which dealt with library services on aging. It was found that pre-service and in service training opportunities concerned with library services to the aging were minimal (Casey, 1982; Cleveland Public Library, 1971-72). Only two library schools, North Texas and Wayne State, offered a specialization in library services to the aging within the master's curriculum. A survey of specialization offered by ALA-accredited graduate schools in 1976 identified four schools that were offering a specialization in services to the aging at the master's level. They were North Texas, Syracuse, Wayne State, and Wisconsin. Seven schools offered one or two courses--British Columbia, University of California at Los Angeles, Florida State, Louisiana State, Oklahoma, St. John's, and Western Michigan (Casey, 1976). The University of Wisconsin at Madison offered a sixth-year specialist program focused on library services to the aging. The first course titled Library and Information Services to the Aging was offered in 1979 at the State University of New York at Albany (Casey, 1982).

There were four state library agencies, in New Jersey, Kansas, Massachusetts, and Pennsylvania, that provided workshops for public librarians of their states, and offered

LSCA incentive grants for innovative services to the aging (Casey, 1982; Cleveland Public Library, 1971-72).

Research in Overseas and North America

In Australia. Between 1983 and 1984, two of the states in Australia, Tasmania and Victoria, were sampled for the study of public library response to meeting the library and information needs of the aged. The survey focused on the awareness level of the respondents concerning the proportion of aged in their user communities and to determine the type and level of services offered to this special user group. A total of 16 library personnel were interviewed, seven in Tasmania and 9 in Victoria. The researchers found that (1) with one exception all respondents admitted that they did not know the percentage of the older user group actually using the library; (2) every library did provide large print materials and housebound services, however, there was a great deal of variety in terms of number of items available; (3) all librarians saved one had plans to either extend existing services or introduce new ones; (4) there was a need for staff training to better serve the aged; (5) there was a need for additional staff; (6) additional budgeting assistance was needed; (7) respondents were heavily involved with community agencies, and; (8) there was a need for

publicity for library services to the aged. Although the scope of the survey was limited to public libraries in two states the strength and direction of the responses did suggest some common ground and indicated practices and trends which might reflect those libraries in Australia. The survey concluded that there was a pressing need for:

1. More investigative research on the provision of library and information services to the aged in Australia as a whole.
2. Wide reporting in the professional literature of services and facilities currently being offered to the aged by Australia librarians.
3. A greater awareness on the part of librarians of the needs of the aged as a user group; to be aware of the growing numbers of aged in the user communities and to improve the library and information services for them (Bridgland and Herr, 1985).

In Canada. The benchmark research on how public libraries served the aging in Canada was conducted by Bewley and Crooks (1984). Thirty member libraries of the Council of Administrators of Large Urban Public Libraries (CALUPL) replied to the mailed survey questionnaires. The survey was followed-up in 1983 by interviews with senior librarians in six of the responding libraries. The researchers found that

(1) public libraries were not perceived by government and non-government agencies as working with and for senior citizens; (2) urban libraries were neither prepared nor were they preparing for the rapidly growing urban population; (3) few librarians were actively cooperating or initiating cooperation with agencies and services; (4) librarians continued to view the older citizens as stereotypical, and reacted accordingly, not responsively; (5) few libraries responded to the needs of senior citizens on information, recreation, and education resources; (6) few libraries were involved in assisting the aging groups; (7) few libraries were using older people expertise in library programs and/or activities, and; (8) in-service training for work with the aging was either inadequate or unavailable. Bewley and Crooks (1984) concluded that library service for the aging in Canada had been and still was inextricably part of the general library programs and services designed for adults.

In 1979, a survey titled Visiting Library Services was conducted by the Ontario Public Library Association to determine the status of library services to those persons who were unable to use established library facilities. Postal questionnaires were mailed to 537 public libraries that were serving populations between 1,000 and 100,000. Major findings of the survey were: (1) only 22% of Ontario's 537 public libraries reported the provision of any

kind of Visiting Library Service; (2) of the 117 libraries that provided a Visiting Library Service of some kind, 88% offered services to individuals living in private homes or apartments; (3) persons living in institutional settings appeared to receive only minimal library service; (4) the quality highly personalized and regular services available to individuals living in their own homes or apartments contrasted sharply with the impersonal and often infrequent services available to persons living in institutional settings; (5) patrons of Visiting Library Services, particularly those in institutional settings, appeared to receive only minimal library services; (6) many users of Visiting Library Systems need reading aids, playback equipment, and special catalogues; (7) volunteers and the volunteer efforts of dedicated library personnel were primarily responsible for most of Visiting Library Service that currently exist in Ontario's public libraries, and; (8) promotion of Visiting Library Service was uncommon, except in the larger library systems (Ontario Library Association, 1981).

In England. Funded by the British Library Research and Development Department, in the Public Libraries Management Research Unit (PLMRU), School of Librarianship, Leeds Polytechnic, a study on Library Services to Older People was accomplished in 1986. A postal questionnaire survey of

library authorities in England and Wales investigated the policies and practices of libraries with support to older people. Interviews were carried out in six locations to provide case studies of innovative programs. The survey concluded that (1) professional librarians in the past 10 years had increasingly been urged to make use of available demographic data about their communities; (2) over half (54%) of the respondents had publicized the library as a resource for older people; (3) all respondents felt their library gave special consideration to the needs of the elderly when selecting collections; (4) sixty-eight percent of the respondents had made some arrangements for older people; (5) about a third (33%) provided community information services tailored to their requirements, 22% of the respondents targeted information services to the families of older people, 17% to the caring agencies, and 20% to local authority officials; (6) only 21% of the respondents felt able to offer and estimate the amount of large print in their systems as a percentage of total stock; (7) half the libraries had a staff with responsibility for services to elders but three-quarters of these people had some responsibility in addition; (8) public libraries, in the main, had not used special funding to set up innovative programs for older people, and; (9) eighty-nine percent of the libraries had liaised with some other agencies in order

to improve services to elders--meetings (80%), information and advice services (39%), exchange of resources (20%), and conferences (20%). The researchers suggested that librarians still held a "medical model" of older people. Whilst libraries had recognized library services, they had been more reluctant to recognize the costs active people face when deciding whether or not to use the service. There had been little switch in resources, particularly staffing, to the client group. Attitudes toward cooperation with other agencies are generally favorable (Dee and Bowen, 1986).

In the United States. The National Survey of Library Services to the Aging was initiated in July of 1971 by the Cleveland Public Library with a grant from the Higher Education Act, Title II-B. The National Survey discovered that (1) less than 4% of the nation's aged were receiving public library services; (2) of the libraries reporting services to the aging, extension services account for about 66% of service rendered; (3) there was no correlation between geographic concentration of the aging within the states; (4) more than half (57%) of the public libraries offering services to the aging were located in urban areas, 26% in suburban areas, and 17% in rural areas; (5) state libraries promoted and supported library services to the aging but did not usually offer direct service; (6) federal

funds were the major support sources for special services to the aging; (7) libraries allocated sightly over 1% of the budgets for services to the aging; (8) librarians gave low priority to services to the aging; (9) staffing of services to the aging was minimal; (10) libraries were less likely to employ the aging or use them as volunteers; (11) no libraries had conducted a formal library needs assessment among the aging in its community, and; (12) services to the aging were considered a part of general adult services.

For update the 390 libraries in the 1971 National Survey population were surveyed again. The results of the update survey of 1984 were remarkably similar to those of the 1971 National Survey; (1) about 70% of the public libraries, nominated for their exemplary service to older adults, gave a lower priority to program development for elders than for other groups in the population; (2) funds for services to older adults constitute slightly more than 1% of the budgets of these public libraries; (3) staffing constituted less than 2% of the available work force; (4) on the average, 4% of the nation's elderly were reached by library service; (5) the majority of public libraries had older adult volunteers and employees although the proportion of the latter was decreasing; (6) about two-thirds work with other community agencies in the aging network, and; (7) services to older adults were not generally considered

distinct program entities, and there was no administrative structure for their overall coordination (Turock, 1987).

Based on the collected data, the great majority gave a low priority to program development for older Americans; funds and staffing remained meager. Obviously, public library services did not keep pace with the increase in the number of the older population.

In order to determine the extent and nature of public library services to the elderly in Ohio State, Callenter (1975) investigated 250 public libraries. The survey concentrated on extension services, special materials, and special programs which were designated for older people. Findings of the research reflected the great majority of public libraries in Ohio (97.73%) did provide some type of services to the elderly. Special materials were provided by 92.83% of respondents; extension services by 94.47%, and; special programs by 55.08%. While 41.71% of the respondents delegated responsibility to particular staff members for services to the elderly; 72% had some type of training in this area. Nevertheless, those counties with large percentages of older people provided fewer services to the elderly than the counties with lower older population percentages.

Margaret E. Monroe (1977), professor of the Library School at the University of Wisconsin-Madison, conducted a

survey of library services to the aging in Wisconsin. The survey provided the pattern of library services to Wisconsin's aging in 1975. The findings of the study were overall positive. Special materials such as large-print collection were available in 93% of the responding libraries. Extension services were offered by more than half (56%) of the Wisconsin public libraries with professional staff. Group programs, such as book talks and talks about library services were the most commonly offered types of programs (30% of the total responding libraries), with over half (57%) of the suburban libraries and a third of the urban libraries providing them. Nineteen percent of the responding libraries provided information and guidance services. Twenty-two percent of responding libraries reported receiving a grant for library services to the aging within the last ten years; while 42.5% were making specific budget allocations for this service, and 49.4% had a specific organizational structure for serving older adults. The 1975 report showed that public libraries in Wisconsin were aware of older adults as a specific element of their "user public", were making arrangement for meeting their needs, were providing scheduled activities suitable for older adults at hours when they could participate, and were reaching out to provide services in the form of materials and activities to nursing homes and senior centers. In

reviewing her 1975 report, Monroe (1984) suggested for a new study to parallel the 1975 survey and to bring this segment of library history into current perspective.

In 1980, there was a comprehensive inventory of Services for the Elderly in Illinois Public Libraries (Illinois State Library, 1981). The study discovered that only 37% of the responding Illinois libraries provided services to the aging. However, sixty-three percent of the responding library (253) had established some relationships with community organizations concerned with the aging. There were only 19 libraries (5%) that earmarked specific funds for library programs and activities for older persons. Only 45% (183 libraries) could identify a mean average of 2.7 staff hours per week assigned to activities for older people. Information and referral services for the aged were offered by 37% of all Illinois libraries. Major constraints against services to the aging were lack of funds and lack of staff interest and competence. Nevertheless, extension services to the homebound and institutionalized aged received emphasis. Special programming for the well aging was more prevalent in 1981. The majority of public libraries maintained some contact with the aging network, approximately one-third did not.

Summary

The demographic profile of the U.S. older population had various implications for libraries planners. Brickfield (1981), executive director of the American Association of Retired Persons (AARP), proposed that (1) there was a need to maintain the Social Security systems as the foundation of economic security for older Americans; (2) a need to increase opportunities for older workers; (3) a need for an income-support system sufficient for older Americans to maintain at least a minimum level of dignity and comfort; (4) a need to improve Medicare and Medicaid and a strict health cost containment program; (6) a need for a community-based, service delivery system for older Americans, and; (7) a need to increase federal commitment to gerontological research, education, and training. Public libraries of all types should rethink their priorities for serving the aged. Leisure time of the aged could be an opportunity for the library. Special delivery systems, reading guidance, group programming, adult basic education, and non-print materials could be beneficial to those homebound and well aging Americans (Casey, 1984).

The history of legislative mandates has raised the level of popular awareness about problems associated with aging. Major outcomes were the Older Americans Act of 1965 and its Amendments of 1973, the 1967 Age Discrimination in

Employment Act, and the Age Discrimination Act of 1975. The Library Services and Construction Act of 1964, the Pratt-Smoot Act of 1966, the Older Americans Act, Title III, and the Higher Education Act, Title II-B had focused attention on the information needs of older Americans and their service providers.

The preparation for the White House Conferences on Aging (1961, 1971, and 1981) were principally responsible for the intense interest in serving the older Americans. Principal statements by the American Library Association and the Public Library Association have crucial importance to increasing library services for the older Americans.

Results of the National Survey and local research in library services to the aging indicated that librarians didn't recognize the needs of the growing older population in the community. The common weaknesses of public library services to the aging are lack of funds from parent institutions or local authorities, lack of library education preparation as well as the availability of competent professional staff, lack of concrete policy statements and well organized plans by library personnel, and limited resources and facilities pertaining to the needs of older clientele. Nevertheless, librarians generally recognized the growing numbers as well as the increasing needs of older people in the community. They also realized the importance

of cooperative efforts with local authorities and agencies in providing services to the older group.

CHAPTER III

METHODOLOGY

Introduction

The purpose of this study was to establish a profile of public library services to the aging in Pennsylvania to determine (1) the ways in which public libraries had interpreted their concepts and practices to older people, (2) the extent of resources which had been specifically allocated to services for the aging, (3) the scope and strength of cooperation with local authorities and agencies in the promotion of library services, and (4) the leadership of District Library Centers and Headquarters of the state library system to other public libraries in providing services for older people.

Study Design

On the basis of the research questions that had been formulated in Chapter 1, a questionnaire was considered as a suitable instrument in gathering information for the survey. The statistician and research specialist of the Applied Research Laboratory at Indiana University of Pennsylvania campus was the tangible resource for the development of the survey questionnaire and its coding operation. Dr. Charles

H. Bertness, the research consultant of the Applied Research Laboratory, helped to organize the questionnaire in a logical approach. In order to have comprehensive information from the survey subjects, the questionnaire was presented to Dr. E. J. Josey, professor of the Department of Library Science at University of Pittsburgh. Dr. Josey was offering a course titled Library Services to the Aging. Comments given by Dr. Josey were helpful in reconsidering the range and scope of the survey questionnaire. The final step for the confirmation of the survey questionnaire was a pre-test. Only minor changes took place according to the pre-test feedback from the Indiana Free Library of Indiana County in Pennsylvania.

The survey questionnaire consisted of 20 questions (see Appendix A). There were five questions for the background information of individual libraries in terms of number of staff members and number of librarians currently working with older people. The first question concerning policy statement on library services for older people and employment of older volunteer workers; followed by the development of programs and projects for older people and sources of funding (question 3); on-the-job training or workshops for librarians working with older people (questions 4 and 5); materials, facilities, and equipment that were exclusively for older people (questions 6 to 8);

promotions of library services for older people (questions 9 to 11); cooperative efforts with social agencies in providing services for older people (question 12), and; barriers and constraints in serving older people (question 13). Questions 14 and 15 helped to determine if the State Library of Pennsylvania, District Library Centers and Headquarters of the state library systems provided leadership and assistance for individual libraries in serving the older population.

Four hypothetical statements were formulated for this study. Hypothesis 1 stated that there would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries which have staff members assigned to provide services for older people. Hypothesis 2 stated that there would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries having written policy statements regarding providing services for older people. Hypothesis 3 stated that there would be no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries providing projects and programs for older people. Hypothesis 4 stated that there would be

no statistically significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries having trained employees to provide services for older people.

In order to have the survey population take serious consideration as well as prompt response, it was determined to request assistance from the State Library of Pennsylvania. Through the connection with the Development Office of the State Library of Pennsylvania, an update Directory Pennsylvania Libraries, 1988/89 and a mailing list of current library consultants were obtained (see Appendix B).

Study Sample

The American Library Directory, 40th Edition, 1987-88, which was published by R.R. Bowker Company in 1987, provided information on libraries of all types in the United States and Canada. It also listed 506 Pennsylvania public libraries (branch libraries are not included) as well as serving population of each. This was helpful to determine the desired sampling. The Directory Pennsylvania Libraries, 1988/89 provided by the State Library of Pennsylvania helped to clarify District Library Centers and Headquarters of library systems and individual libraries in each county.

Accordingly, there are 506 public libraries (or 688 public libraries, including branch libraries) in Pennsylvania State, serving 12 million residents in 67 counties. Twenty-eight (28) libraries have been designated by the State Librarian in providing services as District Library Centers to the counties or service areas in which they are located (see Table 2). Thirty-five (35) public libraries are acting as the Headquarters of the library systems in 35 counties (see Table 3). There are slightly over 50% of the District Library Centers located in Eastern Pennsylvania (see Figure 1). There are 1,687,015 (14.2%) of 65+ older people residing in Pennsylvania (American Association of Retired Persons, 1986). The older population becomes 2,330,112 (19.7%) if the 60 to 65 years group is included (see Table 4).

For the purpose of this study, a representative sample of all public libraries in Pennsylvania was desired. All District Library Centers (28) and Headquarters of library systems (35) were included in the study sample. Since there are thirteen (13) public libraries functioning as Library District Centers and Headquarters of library systems, the total number in the study sample for this group is fifty (n = 50). Another fifty (n = 50) in the study sample were drawn from the "County Listing of Libraries" section on the Directory Pennsylvania Libraries, 1986. A total of one

hundred (N = 100), or 19.76% Pennsylvania public libraries were chosen as a representative sample for this study.

Table 2

District Library Centers in Pennsylvania

1. Allentown Public Library
2. Altoona Area Public Library
3. B. F. Jones Memorial Library
4. Bethlehem Area Public Library
5. Bucks County Free Library*
6. Cambria County Library System*
7. Carnegie Library of Pittsburgh
8. Centre County Library*
9. Chester County Library*
10. Citizens Library
11. Clarion District Library*
12. Conococheague District Library*

(table continues)

Table 2

District Library Centers in Pennsylvania

13. Dauphin County Library System*
14. Delaware County Library System*
15. Easton Area Public Library
16. Erie County Library System
17. Free Library of Philadelphia
18. James V. Brown Library of Williamsport and Lycoming County*
19. Lancaster County Library System*
20. Martom Memorial Library
21. Moessen Public Library
22. Montgomery County-Norristown Public Library
23. New Castle Public Library
24. Osterhout Free Library
25. Pottsville Free Public Library*
26. Reading Public Library*
27. Scranton Public Library
28. Warren Public Library*

* Libraries function as Library District Centers as well as Headquarters of library systems.

Source: Directory Pennsylvania Libraries, 1988/89.

Table 3

Headquarters of Library Systems in Pennsylvania

1. Adams County Library System
2. Beaver County Federated Library System
3. Bedford County Federated Library System
4. Reading Public Library*
5. Blair County Library System
6. Bradford County Library System
7. Bucks County Free Library*
8. Cambria County Library System*
9. Centre County Library & Historical Museum*
10. Chester County Library*
11. Clarion County Library System*
12. Clearfield County Public Library Federation
13. Crawford County Federated Library System
14. Cumberland County Library System
15. Dauphin County Library System*
16. Delaware County Library System*
17. Conococheague District Library Center*
18. Greene County Library System
19. Jefferson County Library
20. Lackawanna County Library System
21. Lancaster County Library*

(table continues)

Table 3

Headquarters of Library Systems in Pennsylvania

22. Lebanon County Library System
23. Luzerne County Library System
24. James V. Brown Library of Williamsport & Lycoming County*
25. Monroe County Public Library
26. Cheltenham Township Library System
27. Lower Merion Library Association
28. Perry County Library System
29. Potter County Library System
30. Pottsville Free Public Library*
31. Snyder County Library System
32. Tioga County Library System
33. Warren County Library System*
34. Washington County Library System
35. York County Library System

* Libraries function as Library District Centers as well as Headquarters of library systems.

Source: Directory Pennsylvania Libraries, 1988/89.

Figure 1. District Library Centers and public library systems.

Table 4

The 65+ population and numbers of public libraries in each county in Pennsylvania

County	Total Persons	65+ Population	%	Nos. of Public Libs.
Adams	70,275	8,919	12.7	2
Allegheny	1,385,558	216,548	17.4	64
Armstrong	78,339	12,661	16.2	5
Beaver	194,974	27,926	14.3	11
Bedford	47,492	6,741	14.2	3
Berks	318,526	48,697	15.3	20
Blair	132,941	20,793	15.7	10
Bradford	63,888	8,632	13.5	10
Bucks	513,466	48,355	9.4	18
Butler	150,337	18,349	12.2	9
Cambria	174,951	28,109	16.1	15
Cameron	6,530	1,018	15.6	2
Carbon	53,912	9,327	17.3	3
Centre	114,241	9,708	8.5	5
Chester	335,049	33,791	10.1	17
Clarion	42,699	5,395	12.6	8
Clearfield	82,687	12,222	14.8	6

(table continues)

Table 4

The 65+ population and numbers of public libraries in each county in Pennsylvania

County	Total Persons	65+ Population	%	Nos. of Public Libs.
Clinton	38,017	5,321	14.0	2
Columbia	61,059	9,084	14.9	5
Crawford	87,991	12,475	14.2	11
Cumberland	187,883	22,468	12.0	9
Dauphin	236,684	31,709	13.4	13
Delaware	555,677	78,940	14.2	30
Elk	37,484	5,368	14.3	4
Erie	278,847	34,239	12.3	14
Fayette	156,723	24,658	15.7	7
Forest	4,880	832	17.0	3
Franklin	117,551	15,513	13.2	10
Fulton	13,792	1,694	12.3	2
Greene	40,937	6,180	15.1	4
Huntingdon	42,791	5,646	13.2	4
Indiana	92,455	11,401	12.3	4
Jefferson	48,289	7,546	15.6	7

(table continues)

Table 4

The 65+ population and numbers of public libraries in each county in Pennsylvania

County	Total Persons	65+ Population	%	Nos. of Public Libs.
Juniata	19,909	2,686	13.5	1
Lackawanna	233,391	40,617	18.2	12
Lancaster	387,301	48,161	12.4	15
Lawrence	102,888	16,715	16.3	3
Lebanon	111,508	15,240	13.7	8
Lehigh	279,445	39,944	14.3	10
Luzerne	332,436	60,982	18.4	19
Lycoming	116,347	16,273	14.0	8
Mckean	48,220	7,901	16.4	6
Mercer	124,021	18,745	15.1	6
Mifflin	46,373	7,015	15.1	5
Monroe	79,126	10,706	13.5	6
Montgomery	633,795	90,985	13.7	37
Montour	16,668	2,677	16.1	1
Northampton	231,798	33,211	14.3	10

(table continues)

Table 4

The 65+ population and numbers of public libraries in each county in Pennsylvania

County	Total Persons	65+ Population	%	Nos. of Public Libs.
Northumberland	99,569	17,272	17.4	8
Perry	37,983	4,176	11.0	4
Philadelphia	1,647,566	242,529	14.7	58
Pike	21,247	3,844	18.1	5
Potter	18,218	2,570	14.1	6
Schuylkill	156,580	29,075	18.6	15
Snyder	35,490	4,009	11.3	5
Somerset	81,397	11,931	14.7	4
Sullivan	6,272	1,137	18.1	1
Susquehanna	39,334	5,628	14.3	5
Tioga	40,356	5,437	13.5	7
Union	34,413	4,084	11.9	3
Venango	62,740	8,385	13.4	3
Warren	46,533	6,378	14.9	7
Washington	213,446	32,614	15.3	15

(table continues)

Table 4

The 65+ population and numbers of public libraries in each county in Pennsylvania

County	Total Persons	65+ Population	%	Nos. of Public Libs.
Wayne	38,104	6,549	17.2	6
Westmoreland	383,675	55,520	14.5	29
Wyoming	27,583	3,262	11.8	7
York	323,015	40,013	12.4	16
Total	11,863,672	1,687,015	14.2	688

Sources: 1987 Pennsylvania Abstract: A Statistical Fact Book; Directory Pennsylvania Library, 1988/89.

Data Collection

On August 11, 1989, one hundred survey questionnaires were delivered to the study sample by mail. A self-address stamped envelope was also attached to each survey questionnaire. By August 30, 1989, 65 questionnaires had been returned. The responding libraries were thirty one (n = 31) from Library Centers/Headquarters of library systems

and thirty four (n = 34) from individual libraries respectively. Therefore, a total of 65 (N = 65) (65%) responses were available for data analysis.

Data Analysis

The SAS (Statistical Analysis System) package program was utilized to develop the descriptive statistics and analyze the data. Chi-square tests were applied for the determination of statistically significant differences of the null hypotheses. Background information questions (b) through (e) for the test of significant differences between District Library Centers/Headquarters of library systems and individual libraries in having staff to serve older people. The test on question 1 was to determine statistically significant differences between Library District Centers/Headquarters and individual libraries in having written policy statement on library services for older people; the test on question 3 was to determine statistically significant differences between Library District Centers/Headquarters and individual libraries in initiating programs and projects exclusively for older people; the test on question 4 was to determine statistically significant differences between District Library Centers/Headquarters and individual libraries in

having trained librarians in serving older library users. The critical value of these 2x2 chi-square tests was set at .05 level of statistically significant differences.

CHAPTER IV

DATA AND ANALYSES

Introduction

The main purpose of this study was to establish a profile of current public library services to the older population in Pennsylvania as well as to learn if District Library Centers and Headquarters of the state library system were demonstrating leadership in providing services to the older population. This study was focused on (1) the ways in which public libraries had interpreted their responsibility to older people; (2) the amount and range of resources which have been specifically allocated to services for older people, and; (3) the extent and nature of cooperation with local authorities and agencies to provide library services for older people.

This chapter will begin with the background information of Pennsylvania public libraries in terms of working staff, followed by the findings of each hypothetical statement, findings of facilities and equipment exclusively for older people, cooperative efforts with social agencies, leadership of District Library Centers and Headquarters of the state library system to other public libraries in providing services for older people, and support effort from the State

Library of Pennsylvania. This chapter will conclude with a review of the findings from the data collected.

Background Information of Pennsylvania Public Libraries

From among the 65 (N = 65) responding libraries, 31 (n = 31) were from District Library Centers/Headquarters of the state library system group and, 34 (n = 34) were from the individual public libraries group. The background information obtained from these two groups included the number of staff currently working in Pennsylvania public libraries. The average working staff members for the entire sample (N = 65) was 36.12. The average number of working staff in District Library Centers and Headquarters of the state library system (n = 31) was 68.12, whereas the average number of employees in the individual public libraries group (n = 34) was 6.94 (see Table 5). In average, District Library Centers/Headquarters of the state library system had 61.18 working staff more than individual public libraries in serving their local communities.

Hypothesis 1

In this study, hypothesis 1 stated that there would be no significant differences in the number of District Library

Centers/Headquarters of the state library system and individual public libraries which have staff members assigned to provide services for older people. There were 27 (87.1%) District Library Centers and Headquarters (n = 31) that had one or more staff members appointed to provide services to older people. Sixteen (47.06%) individual public libraries (n = 34) reported one or more employees for services to older people (see Table 6). Results obtained from the chi-square test, X^2 (1, N = 65) = 11.61, $p<.001$, revealed that there was a statistically significant difference between District Library Centers/Headquarters of the state library system and individual public libraries having staff assigned for services to older people. Therefore, the null hypothesis was rejected.

In average, District Library Centers/Headquarters of the state library system had 6.46 working staff more than individual public libraries in serving the older population (see Table 7).

Hypothesis 2

Hypothesis 2 stated that there would be no significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries having written policy statements

Table 5

Average number of staff in Pennsylvania pubic libraries

	N	$\bar{X}$
DLC/HLS*	31	68.12
Individual Public Libs.	34	6.94
Total	65	36.12

* District Library Centers and Headquarters of the state library system.

Table 6

Obtained and expected frequencies of libraries having staff members appointed for services to older people (expected frequencies in parentheses)

	Yes	No	Total
DLC/HLS	27 (20.51)	4 (10.49)	31 (31)
Individual Public Libs.	16 (22.49)	18 (11.51)	34 (34)
Total	43 (43)	22 (22)	65 (65)

X^2 (1, N = 65) = 11.61, $p<.05$

Table 7

Average number of staff members appointed for services to older people

	N	$\bar{X}$
DLC/HLC	31	7.55
Individual Public Libs.	34	1.09
Total	65	4.22

regarding providing services for older people. The results of the data indicated that less than five percent (4.6%) of the responding libraries (N = 65) had written policy statements for services to the older population, although more than half (66.15%) of the responding libraries had staff members appointed for services to older people. There were only two (6.45%) District Library Centers/Headquarters of the state library system and one (2.94%) from individual public libraries reporting that library services to the older population were documented in their policy statements (see Table 8). The chi-square results, X^2 (1, N = 65) = .45, p,>.05, indicated that there was no statistically significant difference between District Library Centers/Headquarters Centers of the state library system and

individual public libraries which had written policy statements for services to the older population. In this case, the null hypothesis was not rejected.

Table 8

Obtained and expected frequencies oflibraries having written policy statements regarding providing services for older people (expected frequencies in parentheses)

	Yes	No	Total
DLC/HLS	2 (1.43)	29 (29.57)	31 (31)
Individual Public Libs.	1 (1.57)	33 (32.43)	34 (34)
Total	3 (3)	62 (62)	65 (65)

X^2 (1, N = 65) = .45, p>.05

On the other hand, less than one-third (24.62%) of the responding libraries had written policy statement which allowed the use of older people as volunteer worker. This could be contrasted to the finding that 54 (83.08%) of the responding libraries (N = 65) did employ older volunteer workers, 30 (96.77%) from District Library Centers and

Headquarters of the state library system and 24 (70.59%) from individual public libraries.

Hypothesis 3

This hypothesis stated that there would be no significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries providing projects and programs for older people. The reported data indicate that there were 18 (27.69%) responding libraries that had initiated projects and programs for the older population during the past ten years, that is, from 1980 to 1989. Less than half (32.26%) of the District Library Centers/Headquarters of the state library system and less than one-fourth (20.6%) of individual public libraries implemented projects and programs exclusively for older people (see Table 9). Results from the chi-square test, X^2 (1, N = 65) = 1.80, $p > .05$, showed that there was no statistically significant difference in the number of District Library Centers/Headquarters of the state library system and individual public libraries providing projects and programs for older people. The null hypothesis was not rejected.

Table 9

Obtained and expected frequencies of libraries initiating projects and programs for older people (expected frequencies in parentheses)

	Yes	No	Total
DLC/HLS	11 (8.58)	20 (22.42)	31 (31)
Individual Public Libs.	7 (9.42)	27 (24.58)	34 (34)
Total	18 (18)	47 (47)	65 (65)

X^2 (1, N = 65) = 1.80, p>.05

Eighteen (27.69%) responding libraries received funds from state and local governments and through Library Services and Construction Act grants. Ten (32.26%) District Library Centers/Headquarters of the state library system and seven (20.59%) individual public libraries did receive financial support from state and local governments for

Table 10

Libraries receiving funds for services to older people from 1980 to 1989

	Source of Funds										
	LSCA		State Govt.		Local Govt.		Lib. Reg. Budget		Others		
Yr.	DLC HLS	Ind. Lib.	DLC HLS	Ind. Lib.	DLC HLS	Ind. Lib.	DLC HLS	Ind. Lib.	DLC HLS	Ind. Lib.	Total
80	3	0	0	1	2	1	2	1	1	1	12
81	2	0	1	0	2	0	4	0	0	0	9
82	1	0	1	0	1	0	3	0	0	0	6
83	1	0	1	0	1	0	1	1	0	0	5
84	1	0	1	0	1	0	1	0	1	1	6
85	3	0	1	0	1	0	2	0	1	1	9
86	2	0	1	0	1	0	2	1	1	2	10
87	3	0	1	0	1	0	3	2	1	1	12
88	2	0	1	0	1	0	4	0	0	2	10
89	1	0	1	0	1	0	4	1	1	0	9
Tot.	19	0	9	1	12	1	26	6	6	8	88

Note. Some libraries received more than one kind of funds for services to the older population within a year.

services to older people. The amount of funds received was not a main concern in this study and this information was not requested in the survey. In Table 10 it is reported that District Library Centers and Headquarters of the state library system received funds for services to the older people more frequently than individual public libraries.

Hypothesis 4

Hypothesis 4 stated that there would be no significant differences in the number of District Library Centers/Headquarters of the state library system and individual public libraries having trained staff members to provide services for older people. The reported data indicated that six (9.23%) responding libraries had trained librarians for services to the older population within their serving areas. There were five (16.13%) from District Library Centers/Headquarters of the state library system and one (2.94%) from the individual public libraries group (see Table 11). The value obtained from the chi-square, X^2 (1, N = 65) = 3.37, p>.05, showed no statistically significant difference between District Library Centers/Headquarters of the state library system and individual public libraries having employees trained for services to the older population. Therefore, the null hypothesis was not

rejected.

Nevertheless, 19 (61.29%) District Library Centers and Headquarters of the state library system reported having staff members attend training and workshops from outside the library to learn to provide services to older people. Nine (26.47%) individual public libraries reported that they provided opportunities for their staff members to attend training and workshops from outside the library for services to older people.

Table 11

Obtained and expected frequencies of libraries having trained librarians for services to older people (expected frequencies in parentheses)

	Yes	No	Total
DLC/HLS	5 (2.86)	26 (28.14)	31 (31)
Individual Public Libs.	1 (3.14)	33 (30.86)	34 (34)
Total	6 (6)	59 (59)	65 (65)

X^2 (1, N = 65) = 3.37, p>.05

Other Findings

Facilities and Equipment. When asked if facilities and equipment were provided by libraries which might help older patrons to use the library, 61 (93.85%) respondents identified more than one kind of facility or equipment which was available for services to older patrons (see Table 12). Large print books were offered by 56 (86.15%) of the responding libraries, followed by appropriate seating (44.62%), and reading aids (44.62%). There were 28 (43.08%) responding libraries that provided an easy access catalog for older people.

Eleven (16.92%) responding libraries provided some other facilities and equipment in addition. Talking books and cassette machines for the blind, books-on-cassettes, sound recordings and video tapes, bifocal kit, and telecaption adapters were the categories. Printed materials exclusively for older users were provided by 23 (35.38%) responding libraries, and 10 (15.38%) respondents provided materials in nonprint formats.

Selecting Collections. In selecting collections, all (100%) responding libraries gave special consideration to the needs of older people (see Table 13). Large print materials was most frequently identified category (90.77%),

followed by paperback (53.85%) and type and size of print (53.85%), leaflets (50.77%) and reminiscence materials (50.77%).

Table 12

Facilities and equipment specifically designed for older people

	DLC/DLS		Ind. Libs.		Total	
	N	%	N	%	N	%
Altered shelves	7	22.58	4	11.76	11	16.92
Shopping trolleys	1	3.23	0	00.00	1	1.54
Special seating	14	45.16	15	44.12	29	44.62
Leveled floor surface	13	41.94	8	23.53	21	32.30
Accessible catalogs	15	48.39	13	38.24	28	43.08
Specially designed library furniture	1	3.23	0	00.00	1	1.54
Elevators where necessary	16	51.61	3	8.82	19	29.23
Reading aids	23	74.19	6	17.65	29	44.62
Large print books	26	83.87	30	88.24	56	86.15
Wheelchairs	3	9.68	0	00.00	3	4.62
Others	6	19.35	5	5.88	11	16.92

Note. Some responding libraries checked more than one item.

The Use of Local Sources. Thirty-six (55.38%) responding libraries reported that they made use of local sources to idenfity older people who might have special library needs. Twenty-one (67.74%) District Library Centers and Headquarters of the state library system reported that they had formal or informal communication with local churches, nursing centers, retired citizens associations, and senior citizens centers. However, less than half (44.11%) responding libraries were able to make use of local sources (see Table 14). District Library Centers and Headquarters of the state library system appeared to have more connections with social agencies than individual public libraries did. Six (19.67%) District Library Centers and Headquarters of the state library system also had connections with: (1) area agency on aging; (2) county office for aging; (3) hospitals and medical associations; (4) job centers; (5) Red Cross, and; (6) senior citizens homes and apartments.

Identifying Older People Within Service Areas. A total of 41 (63.08%) responding libraries could estimate the number of older patrons within their serving areas. More than half (51.16%) of the District Library Centers/Headquarters of the state library system and 73.53% individual public libraries

could estimate, either in number or in percentage, their older patrons.

Table 13

Special consideration in selecting collections given to the needs of older people

	DLC/HLS N	DLC/HLS %	Ind. Libs. N	Ind. Libs. %	Total N	Total %
Large print	30	96.77	29	85.29	59	90.77
Paperback	21	67.74	14	41.18	35	53.85
Type and size of print	16	51.61	19	55.88	35	53.85
Quality of paper	11	35.48	4	11.76	15	23.08
Format for visually handicapped or hearing impaired	16	51.61	11	32.35	27	41.54
Reminiscence materials	20	64.52	13	38.24	33	50.77
Factual right materials	18	58.06	11	32.35	29	44.62
Leaflets	17	54.84	16	47.06	33	50.77
Others	4	12.90	0	00.00	4	6.15

Note. Some responding libraries checked more than one item.

Table 14

Libraries making use of local sources to identify older people's needs

	DLC/HLS		Ind. Libs.		Total	
	N	%	N	%	N	%
Churches	9	29.03	5	14.71	14	21.54
Dept. of Social Security	6	19.35	0	00.00	0	9.23
Nursing centers	17	54.84	4	11.76	21	32.31
Penn. State Data Center	5	16.13	2	5.88	7	10.77
Retired citizens associations	12	38.71	7	20.59	19	29.23
Senior citizens centers	17	54.84	14	41.18	31	47.69
United Way	5	16.13	0	00.00	5	7.69
Others	6	19.35	0	00.00	6	9.23

Note. Some responding libraries checked more than one item.

However, only 22 (33.85%) responding libraries actively recruited older people to the library through marketing or public relations efforts. Thirteen (41.94%) District Library Centers/Headquarters of the state library system and nine (28.47%) individual public libraries recruit older

people through the following channels: (1) brochures highlighting various collections; (2) having special programs and advertisements in the local paper; (3) large print catalog of books in large print available for senior citizens centers and nursing centers; (4) materials left at senior citizens centers; (5) networking with other agencies whose clients were older groups; (6) newsletters; (7) newspaper and television announcements regarding availability of large print books at the library, nursing homes, senior centers, and senior citizens apartment buildings; (8) seminars; (9) slide presentation at senior fair along with book lists and displays, and; (10) speaking to senior citizen groups.

Cosponsor Services with Local Agencies. A total of 32 (49.23%) responding libraries cosponsored services for older people with local agencies. There were 19 (61.29%) District Library Centers/Headquarters of the state library system and 13 (38.24%) individual public libraries that initiated programs and activities in association with local agencies in the following categories:

(1) Blood pressure check with local nurses and the civic club.

(2) Booktalks to people at senior citizens centers.

(3) Deposit collections in nursing homes.

(4) Field trips to museums and other attractions with local society.

(5) Films at senior citizens centers.

(6) Friends of library under the RSVP--Retired Senior Volunteers Project.

(7) Health care program with local hospitals.

(8) Information and referral services through local social security office.

(9) Social security administration programs on medicire.

(10) Tax help with VITA.

Barriers and Constraints in Serving Older People. Fifty five (80%) responding libraries agreed that limited budgeting was the major obstacle for services to the older population, followed by lack of staff (76.92%) and inadequate space (47.69%) (see Table 14). Responding libraries also considered lack of public transportation and the large number of senior citizens groups within service areas as barriers and constraints for services to older people. Only two (3.08%) responding libraries blamed the small number of older people as a barrier to providing services to the older users group.

Table 15

Major barriers to provide services for older people

	DLC/HLS N	DLC/HLS %	Ind. Libs. N	Ind. Libs. %	Total N	Total %
Limited budgeting	23	74.19	29	85.29	52	80.00
Lack of staff	25	80.65	25	73.53	50	76.92
Inadequate space	11	35.48	20	58.82	31	47.69
Lack of appropriate materials	8	25.81	14	41.18	22	33.85
Small number of population	0	00.00	2	5.88	2	3.08
Others	4	12.90	1	2.94	5	7.96

Note. Some responding libraries checked more than one item.

Support Efforts from the State Library. Thirty-three (55.77%) responding libraries received support from the State Library of Pennsylvania. Twenty four (77.42%) District Library Centers/Headquarters of the state library system and nine (26.47%) individual public libraries received support efforts from the State Library regarding providing services for the older population (see Table 17).

Table 16

Types of support from the State Library of Pennsylvania

	DLC/HLS		Ind. Libs.		Total	
	N	%	N	%	N	%
Funds	12	38.71	0	00.00	12	18.46
Training/workshops	15	48.39	3	8.82	15	27.69
Guidelines/manuals for services to older people	16	51.61	9	26.47	25	38.46
Others	2	6.45	1	2.94	3	4.62

Note. Some responding libraries checked more than one item.

Support Efforts from DLC/HLS. The reported findings indicated that 18 (58.06%) District Library Centers and Headquarters of the state library system did provide training and workshops, materials, and consultant services for their peers who worked with older people (see Table 17).

Table 17

District Library Centers/Headquarters providing assistance to initiate services for older people

	DLC/HLS N	DLC/HLS %	Ind. Libs. N	Ind. Libs. %	Total N	Total %
Training/workshops	7	22.58	1	2.94	8	12.31
Materials concerning library services for older people	5	16.13	1	2.94	6	9.23
Consultant services	10	32.26	3	8.82	13	20.00
Others	3	9.68	0	0.00	3	4.62

Note. Some responding libraries checked more than one item.

Summary

This study was designed to investigate the extent of services provided by public libraries to the older population in Pennsylvania as well as to determine if District Library Centers and Headquarters of the state library system were demonstrating leadership in providing services to older people. Pennsylvania public libraries had an average of 4.22 staff members appointed for services to older people. Twenty-seven (87.1%) District Library Centers/Headquarters of the state library system and 16 (47.06%) individual public libraries had one or more

appointed librarians for services to the older population. However, less than five percent (4.62%) of Pennsylvania public libraries had written policy statements regarding providing services for older people.

Very few libraries (9.23%) had trained librarians to work with older users groups. During the past ten years, that is, from 1980 to 1989, fewer than one-third (27.69%) of Pennsylvania public libraries received funds from state, local and other sources for initiating programs and projects exclusively for older people.

Only 18 (27.69%) Pennsylvania public libraries initiated projects and programs exclusively for older people during 1980's. From among the respondents, 61 (93.85%) reported having facilities and equipment specially designated for older people.

When selecting collections, all (100%) responding libraries gave special consideration to the needs of older people in their communities. Fifty-nine (90.77%) respondents reported that they did consider large print materials.

Thirty-six (55.38%) responding libraries made use of local resources to identify older people who might have special library needs within their serving areas. Senior citizens centers (47.69%), nursing centers (32.31%), retired citizens associations (29.23%), and churches (21.54%) were

resources most often used.

Although 41 (63.08%) responding libraries could estimate their older users, only 25 (33.85%) respondents made use of marketing and public relations efforts to attract older users and potential older user's groups.

Fifty-two (80%) of the responding libraries admitted that limited budgeting was the major obstacle for services to older people, followed by lack of staff (76.92%) and inadequate space (47.69%).

Twenty-four (77.42%) District Library Centers and Headquarters of the state library system received support from the State Library of Pennsylvania. Only nine (26.47%) individual public libraries received such support. On the other hand, 18 (58.06%) District Library Centers and Headquarters of the state library system provided training and workshops, guidelines and manuals, and consultant services for other libraries regarding providing services to the older population.

CHAPTER V

SUMMARY, CONCLUSIONS, AND RECOMMENDATIONS

Summary

The purpose of this study was to establish a profile of public library services to older people in Pennsylvania and to determine (1) the ways which public libraries had interpreted their concepts and practices to older people, (2) the extent of resources which had been specifically allocated to services for the aging, (3) the scope and strength of cooperation with local authorities and agencies in the promotion of library services, and (4) the leadership of the District Library Centers and Headquarters of the state library system to other public libraries in providing services for older people.

The statistical analysis of the data revealed that library services to older Pennsylvanians were commonly positive. Forty-three (66.15%) responding libraries reported having appointed staff members for services to older people. Twenty-seven (87.1%) District Library Centers/Headquarters of the state library system and 16 (47.06%) individual public libraries had one or more librarians working with older people. The average number of working force for services to older people in Pennsylvania libraries was 4.22.

Less than five percent (4.6%) of the responding libraries documented policy statements concerning library services to the older population. Fifty-four (83.08%) responding libraries reported that one or more older volunteer workers served in their libraries, although less than one-third (24.62%) of the respondents provided written policy statements which allowed for use by older people.

Both District Library Centers/Headquarters of the state library system and individual public libraries received very few financial support from state and local government in initiating projects and programs for older people during the past ten years. Source of funds for services to the older population was mainly from the regular library budget. Nevertheless, programs and projects exclusively for older people were increased since 1985 (see Table 10).

There were only six (9.23%) respondents having trained librarians for services to older people. This can be contrasted to the finding that 87.1% of the responding libraries had one or more appointed staff members to serve the older population.

Most of the responding libraries (63.08%) could estimate the older user group, either in number or by percentage, actually using the library.

Over ninety percent (93.85%) of the respondents provided facilities and equipment which might help as well

as encourage older people to use the library. Large print materials was most often reported by responding libraries (86.15%), followed by appropriate seating (44.62%), reading aids (44.62%), and easy access catalog (43.08%).

When selecting stock, all (100%) respondents reported that special consideration was given to needs of older people. Again, large print materials was the most often reported category (90.77%), followed by paperbacks (53.85%), leaflets (50.77%), reminiscence materials (50.77%), and factual right materials (44.62%).

More than one half (55.38%) of the responding libraries were able to make use of local sources to identify older people who might have special library needs. Local churches, nursing centers, retired citizens associations, and senior citizens centers were most often used. However, only 22 (33.85%) responding libraries contributed effort in recruiting older people to the library.

Less than one half (49.23%) of the responding libraries cosponsored services with local agencies for older people. Nevertheless, more than half (61.29%) of the District Library Centers and Headquarters of the state library system were involved with community agencies in developing and implementing services to older people.

Slightly over one half (50.77%) of the responding libraries received support effort from the State Library of

Pennsylvania for services to older people. On the other hand, 58.06% District Library Centers and Headquarters of the state library system did provide training and workshops, materials as well as consultant services regarding providing library services for the older population.

Eighty percent (80%) of the respondents admitted that limited budgeting was the major constraint in developing and implementing library services for older people, others were lack of staff (76.92%) and inadequate space (47.69%).

In this study, hypothesis 1 stated that there would be no significant difference in the number of District Library Centers/Headquarters of the state library system and individual libraries which have staff members assigned to provide services for older people. The findings of the study indicated that the number of District Library Centers and Headquarters of the state library system in providing services for the elderly were more than individual public libraries and there was a statistically significant difference obtained from the chi-square test. Hypothesis 1 was then rejected.

Hypothesis 2 stated that there would be no significant difference in the number of District Library Center/Headquarters of the state library system and individual libraries having written policy statements regarding providing services for older people. The findings

showed that the null hypothesis was not rejected, since there was no statistically significant difference between these two groups.

Hypothesis 3 stated that there would be no significant difference in the number of District Library Centers/Headquarters of the state library system and individual public libraries providing projects and programs for older people. The findings indicated that both groups initiated very few projects and programs during the past ten years, which also showed no statistically significant difference between these two groups. The null hypothesis was not rejected.

Hypothesis 4 stated that there would be no significant difference in the number of District Library Centers/Headquarters of the state library system and individual public libraries having trained employees to provide services for older people. The findings indicated that both groups had a very small number of trained librarians working with older people. The findings also indicated no statistically significant difference between these two groups. The null hypothesis was not rejected.

Conclusions

Results of this study support the following conclusions:

1. Public libraries have priority for services for older people although written policy statements on library services for older people are rarely found.
2. District Library Centers and Headquarters of the state library system have offered assistance in terms of consultant services as well as demonstrated leadership to individual public libraries in providing services for older Pennsylvanians.
3. Public libraries have staff members responsible for services to older people.
4. Public libraries have older volunteer workers to serve their communities.
5. Public libraries provide facilities and equipment specifically for older users.
6. Public libraries utilize local data to identify older people who may have special library needs.
7. Public libraries liaise with local agencies to provide services in their communities.
8. Public libraries give special consideration of older people's needs when selecting collections.
9. Only a small number of projects and programs are

available to older people.

10. Public libraries do not have enough trained librarians for services to older people.
11. Public libraries contribute less effort to recruit potential older users in their communities.
12. Public libraries are less likely to cosponsor services with community agencies for older people.

Recommendations for Libraries

This study has examined current status of public library services to the aging in Pennsylvania through the examination of the library service policies, staffing, budgeting, resources, outreach services and programs, and cooperative efforts with community agencies. The following recommendations for library services to the aging are based upon the results of this study:

1. Public libraries should actively request additional budgeting assistance from parent institutions to services for older people.
2. Public libraries should document concrete policy statements concerning library services to older people.
3. More on-the-job training and workshops should be available through the State Library and District

Library Centers and Headquarters of the state library system for librarians who serve the older population.

4. Public libraries should liaise with community agencies and cosponsor services for older people in local communities.
5. More outreach services should be available to those older people who are residing in remote and rural areas.
6. Public libraries should make use of local media and social agencies, such as television and radio broadcasting stations, newspapers, nursing centers as well as senior citizens associations, for the publicizing of programs and activities for older people.
7. Public libraries should work closely with local agencies to recruit potential older users who may be isolated or have special library needs.
8. Public libraries should continue to recruit librarians committed to serving the older group in the community.

Recommendations for Further Research

This study was focused on services provided by public libraries. According to the Pennsylvania Department of Aging (1982), older Pennsylvanians increased by 18.1% during the decade between 1970 and 1980. Although most older people are living in urban and suburban areas, the rural population of Pennsylvania increased from 28.5% in 1970 to 31% in 1980. Pennsylvania continues to have the largest rural population in the nation. From the American Library Directory, 40th Edition, 1978-99, 305 (out of the total 668 public libraries in Pennsylvania) public libraries are located in rural areas, serving communities that are under 25,000 residents. Rural library service to the aging is different from metropolitan and suburban libraries. Future research could be aimed at rural library services to the aging. Also, a needs assessment of older Pennsylvanians is needed. The more librarians know about their older clientele, the better they will be at providing library services to them.

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Appendix A

Survey Questionnaire

August 11, 1989

Dear Colleague,

The number of older adults has increased by 2.8 million or 11% since 1980 and is expected to continue to grow. The increasing numbers of older adults using libraries has put new demands on library staff and facilities.

This is a research project at Indiana University of Pennsylvania. The purpose of this survey is to learn the extent to which libraries in Pennsylvania are prepared to meet the challenges of working with this older population.

Your participation in this survey is very important. Your library is one of a select sample of Pennsylvania libraries chosen to participate in this survey. The information will be used to improve existing library services to America's older population. The survey will only take a couple minutes of your time. The surveys have been coded to record responses and help insure confidentiality.

If you have any questions about this research study you can contact me at (412) 357-4888 or you may contact my academic advisor, Dr. Gary Dean, at (412) 357-2470. If you would like a summary of the results of this study, please check the box at the end of the survey.

Sincerely,

Leo Ip, M.S.L.S.

PLEASE RETURN THIS SURVEY IN THE
ENVELOPE PROVIDED BY
AUGUST 21, 1989

THANK YOU!

PUBLIC LIBRARY SERVICES TO OLDER PEOPLE

IN PENNSYLVANIA

PLEASE return this questionnaire in the envelope provided and mail it by AUGUST 21, 1989.

FOR THE PURPOSE OF THIS RESEARCH THE TERM "LIBRARY SERVICES" REFERS TO SPECIAL PROGRAMS AND SERVICES THAT ARE DESIGNED EXCLUSIVELY FOR OLDER PEOPLE. THE TERM "OLDER PEOPLE" REFERS TO THE 65+ GROUP.

Background Information of the library:

(a) Number of staff in the library _____

(b) Number of full-time staff currently appointed for services to older people as their ONLY JOB _____

(c) Number of full-time staff currently appointed for services to older people as PART OF THEIR JOB _____

(d) Number of part-time staff currently appointed for services to older people as their ONLY JOB _____

(e) Number of part-time staff currently appointed for services to older people as PART OF THEIR JOB _____

*****CHECK if you are:

_____ District Library Center

_____ Headquarter of a library system

1. Does the library have a written policy statement on library services for older people?
   _____ Yes
   _____ No

2. Does the library have a written policy which allows the use of older people as volunteer workers?
   _____ Yes
   _____ No

   Are there any older volunteer workers currently serving in the library?
   _____ Yes, how many _____
   _____ No

3. Did the library initiate any projects or programs for older people in the following years?
   _____ Yes (Please CIRCLE each year your library initiated programs for older people. Also place CHECK MARKS to indicate all the sources of funding for the programs)
   _____ No

	Source of Funds					
Year	LSCA	State	Local	Library Regular Budget	Social Agencies	Others
1980	____	____	____	____	____	____
1981	____	____	____	____	____	____
1982	____	____	____	____	____	____
1983	____	____	____	____	____	____
1984	____	____	____	____	____	____
1985	____	____	____	____	____	____
1986	____	____	____	____	____	____
1987	____	____	____	____	____	____
1988	____	____	____	____	____	____
1989	____	____	____	____	____	____

4. Does the library provide in house training specifically designed for staff to help them work with older people?
   _____ Yes
   _____ No

   Number of staff currently working in the library who received in house training from the library _____

5. Did the library provide opportunity for staff to attend training workshops from outside the library to help them work with older people?

_____ Yes
_____ No

6. Please check the following services that the library provides for older people:

Yes	No	
___	___	Altering shelves
___	___	Providing shopping trolleys
___	___	Appropriate seating
___	___	Leveling floor surface
___	___	Making catalog accessible
___	___	Specially designed library furniture
___	___	Elevators where necessary
___	___	Reading aids
___	___	Large print books
___	___	Wheelchairs
___	___	Others (please specify) _____

_____
_____
_____
_____

7. Does the library have collections that are exclusively for older people?

Yes	No	
___	___	Printed materials
___	___	Nonprint/audio-visual materials

8. In selecting stock, is special consideration given to the needs of older people?

Yes	No	
___	___	Large print
___	___	Paperback
___	___	Type and size of print
___	___	Quality of paper
___	___	Format for visually handicapped or hearing impaired
___	___	Reminiscence materials
___	___	Factual right materials
___	___	Leaflets
___	___	Others (Please specify) _____

_____
_____
_____
_____

9. Does the library make use of local sources to identify older people who may have special library needs?

Yes	No	
___	___	Churches
___	___	Department of Social Security
___	___	Nursing centers
___	___	Pennsylvania State Data Center
___	___	Retired persons associations
___	___	Senior citizens centers
___	___	United Way
___	___	Others (please specify) _____

_____
_____
_____
_____

10. Please estimate the number of older people using the library _____

11. Has the library used marketing or public relations to attract older people to the library?

_____ Yes
_____ No
If YES, please explain _____
_____
_____
_____
_____

12. Does the library currently cosponsor services, activities or programs for older people with local agencies?

_____ Yes
_____ No
If YES, please give brief description of programs/ activities and cosponsors: _____
_____
_____
_____
_____

13. What are the major barriers or constraints you face in developing and implementing services for older people in your service area?

Yes	No	
___	__	Limited budgeting
___	__	Lack of staff
___	__	Inadequate space
___	__	Lack of appropriate materials
___	__	Small number of older population within service area
___	__	Others (please specify) _____

_____
_____
_____
_____

14. Did the library ever receive any support from the State Library regarding providing services for older people?

Yes	No	
___	__	Funds
___	__	Training/workshops
___	__	Guidelines/manuals for services to older people
___	__	Other (please specify) _____

_____

_____

_____

15. Did you ever provide any assistance to other libraries to develop or implement programs/services for older people?

Yes	No	
___	__	Training/workshops
___	__	Materials concerning library services for older people
___	__	Consultant services
___	__	Others (please specify) _____

_____

_____

_____

_____ CHECK if you would like a summary of the results of this survey.

THANK YOU!

Appendix B

Correspondences to the State Library of Pennsylvania

Ling-nam Leo Ip
Adult and Community Education
Indiana University of Pennsylvania
222 Stouffer Hall
Indiana, Pa 16705-1087
March 2, 1989

Sara Parker
State librarian
State Library of Pennsylvania
Box 1601
Harrisburg, Pa 17105

Dear Ms. Parker:

I'm a graduate student in Adult and Community Education at Indiana University of Pennsylvania and now working on my master's thesis titled Public Library Services to Older People in Pennsylvania. Relations between library services and adult education have been my major concern ever since I was studying for the M.S.L.S. at Clarion University of Pennsylvania. Older people is the user group that I'm interested in.

Ms. Elizabeth A. Funk, Advisor of the Development Office of the State Library, gave me suggestions when I was talking to her about my research project during the PAACE Adult Education Midwinter Conference on February 8-10, 1989. She encouraged me to contact you for assistance.

The 1971 and 1984 National Survey on public library services to the elderly reflected the library profession's concerns about this particular user group in the nation. Research that have been carried out in Wisconsin and Ohio (1975), North Carolina (1976), and Illinois (1980) indicated local concern on this issue. Pennsylvania is ranked the fourth highest in older population in the nation. However, the state-of-art of public library services to the aging in the State remains unknown. The main purpose of this study is to establish a profile of current public library services to the aging in Pennsylvania. The survey will examine library policies, budget, staff, resources, outreach services and programs, and cooperative efforts with local authorities and agencies.

March 2, 1989

In order to have ALL public libraries involve in this research, I am requesting that the State Library provides the following assistance:

1) a cover letter on the State Library of Pennsylvania letterhead which encourages prompt response to the the survey;

2) the mailing labels of all public libraries in Pennsylvania.

It is believe that this research would go smoothly and the researcher would be encouraged if the forthmentioned requests were made possible at your earliest convenience.

Thank you for your concern.

Cordially,

Ling-nam Leo Ip
Graduate Student
IUP

Encl.

BOX 1601 HARRISBURG 17105

Library Development Division
717-783-5737

March 16, 1989

Ling-nam Leo Ip
Graduate Student
Adult and Community Education
Indiana University of Pennsylvania
222 Stouffer Hall
Indiana, Pennsylvania 15701-1087

Dear Mr. Ip:

I have been asked to respond to your request for a cover letter from the State Library for the survey you propose to send to all public libraries in the state regarding their services to older adults. We do have mailing labels for all of Pennsylvania's public libraries. However, we cannot endorse your survey without seeing a copy of the proposed contents.

Sincerely,

Elizabeth A. Funk, Advisor
Advisory Services and Continuing
Education Section

EAF/mec